

煤氣公司榮獲

「2009年香港工商業獎： 顧客服務大獎」

Towngas Honoured with “2009 Hong Kong Awards for Industries: Customer Service Grand Award”



煤氣公司常務董事陳永堅（左）接受行政長官曾蔭權頒發的「2009年香港工商業獎：顧客服務大獎」。

Towngas Managing Director Alfred Chan (left) received the “2009 Hong Kong Awards for Industries: Customer Service Grand Award” from Chief Executive, Donald Tsang.

煤氣公司一直以提供親切專業和高效率的服務為公司使命。這份堅持和努力使我們榮獲「2009年香港工商業獎：顧客服務大獎」，亦充分表現公司在顧客服務質素方面得到大眾認同，鼓勵我們追求卓越，繼續提升服務質素。公司多年來致力提供全方位的一站式服務，由供應煤氣到銷售爐具，以至安裝及維修等全面售後服務，均為客戶帶來便利，達到客戶的要求，甚至超越他們的期望。

Towngas has always seen it as its mission to provide caring, competent, and efficient services. This belief has gained recognition and we were honoured with the “2009 Hong Kong Awards for Industries: Customer Service Grand Award” for our persistent efforts in this direction. The award not only provides testimony to our high level of service excellence, but also encourages us to pursue for excellence and further enhance our service quality. For many years, we have been providing comprehensive one-stop services to our customers, ranging from gas supply and sale of gas appliances, to a full range of installation and maintenance after-sales services. All these bring our customers greater convenience as well as a level of service that is beyond their expectations.



企業新聞 Corporate News

01

煤氣公司榮獲「2009年香港工商業獎：顧客服務大獎」
Towngas Honoured with “2009 Hong Kong Awards for Industries: Customer Service Grand Award”



市場資訊 Marketing Information

08

本地漁農美食迎春嘉年華
Farmfest 2010



企業社會責任 Corporate Social Responsibility

10

救世軍 — 僱主感謝禮 2009
Salvation Army — “Thank You Employers Ceremony”



環保空間 Environment

13

連續兩年榮獲「盛世環保企業獎」
Two consecutive years won the Prime Awards for Eco-Business 2010



客戶禮讚 Compliments

16

優質服務 贏取讚賞
Quality Service Earns Compliments



煤氣客戶中心除了提供繳費和銷售爐具服務，我們更改革店鋪裝潢，變得更有時代感，而我們的 Towngas Avenue 突破以往客戶中心的營運模式，增設了餐廳及推介中西佳餚，讓顧客體驗明火煮食的好處。近年，我們利用餐廳的平台，推廣公平貿易產品及低碳飲食，為講求健康與環保的客戶提供更多選擇。

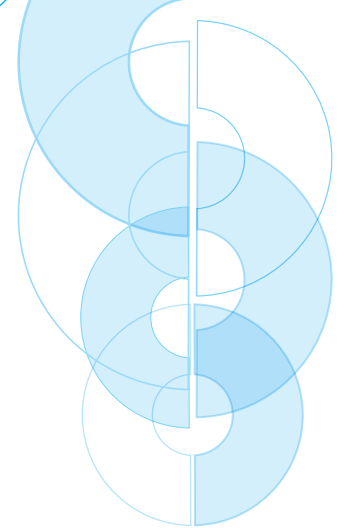
我們的客戶服務熱線 24 小時由專人接聽顧客來電，直接可跟客戶服務主任聯絡。除了一般查詢，更可預約維修、安裝、處理賬戶事宜，甚至購買爐具，使服務更直接、更親切。我們不斷改善安裝和維修服務，每天有多個時段供客戶預約，更可於一個工作天內提供安裝和維修服務。



**顧客服務大獎
CUSTOMER SERVICE
GRAND AWARD**

For continuous improvement in our customer service, apart from offering the usual bill payment service and selling gas appliances in our customer service centres, we have also had them refurbished and redesigned, in order to create a modern ambience. Breaking the usual practices of our customer service centres, we have set up a restaurant in our Towngas Avenue, where both Chinese and Western cuisines are promoted, so as to let our customers experience the advantages of flaming cooking. In recent years, we have also made use of this restaurant platform to promote fair trade products and a low-carbon lifestyle to provide more options for our health and green-conscious customers.

We offer a 24-hour Customer Service Hotline where our Customer Service Officers stand by around the clock to directly answer customers' calls. To make services more convenient and caring, in addition to handling usual enquiries, our Customer Service Officers also assists customers in billing, making appointments for maintenance or installation services, and even purchase of gas appliances. We continuously improve our installation and maintenance services and provide multiple timeslots for appointments. Service can even be arranged within a business day upon request.





煤氣公司榮獲《亞洲週刊》 「二十大企業（香港區）榮譽獎」

煤氣公司在《亞洲週刊》的「全球華商 1000」排行榜中，獲選為「2009 年二十大企業（香港區）榮譽獎」得獎企業。

《亞洲週刊》的「全球華商 1000」排行榜分別在中國、香港、台灣、馬來西亞、新加坡五個地區的華人企業中，選出「全球華商 1000—最優秀業務表現企業」，評審標準為該區排行最前的二十家企業，以企業最近三個年度的平均營業額增長率、平均純利增長率和創新表現最優秀者為得獎企業。

這獎項不但標誌著全體同事共同努力的成果，更鼓勵我們繼續向前邁進，使公司的業務再創高峰。



Towngas Honoured with “2009 Global Chinese Business 1000 – Hong Kong Top 20” Award from Yezhou Zhoukan

Towngas gained a “2009 Global Chinese Business 1000 – Hong Kong Top 20” award from Yezhou Zhoukan.

Yezhou Zhoukan’s “Global Chinese Business 1000” charter selected the top 20 Chinese enterprises in China, Hong Kong, Taiwan, Malaysia and Singapore respectively based on their performance in innovation, average growth in sales and net profits for the last three years.

The award not only symbolises the fruit of our staff’s joint efforts, but also encourages us to continue to step forward and scale new heights.

《煤氣通訊》奪得國際傳訊獎項



煤氣公司內部通訊刊物——第 115 期《煤氣通訊》，憑著創新的設計意念，在來自全球 50 多個國家和地區超過 4,300 份作品中脫穎而出，奪得 2009 Galaxy Award 設計組別大獎。評審團成員包括世界各地的資深業內人士，他們主要以創意和實效為評審標準，獲獎作品必須有創新的意念能夠為企業建立良好的形象，增強企業在市場上的競爭優勢。

Towngas Newsletter Claims International Communications Award

Towngas’ internal newsletter, “Towngas News”, its 115th issue won the Bronze award in the design category of the Galaxy Award 2009, among over 4,300 entries from more than 50 countries or regions. The judging panel consists of well-experienced professionals in the communications field worldwide. Entries are evaluated based on the standards of creativity and effectiveness, to ensure the winning products involve innovative concepts, can build a positive image for the enterprise, and boost its competitiveness.

《U Green Awards 2009》頒獎禮

首次舉辦的《U Green Awards 2009》於 2010 年 2 月 24 日舉行。這獎項的設立旨在表揚以往一直對環保作出貢獻及有綠色卓越表現的企業。煤氣公司獲 U Magazine 頒發「傑出綠色貢獻大獎」，足以見證我們在過往日子為環保所付出的努力。



Award Presentation Ceremony of U Green Awards 2009

The first award presentation ceremony of the U Green Awards 2009 was held on 24 February 2010. Organised by the U Magazine, the awards aim to acclaim enterprises for their contribution to the environment and their excellent performance in creating a greener future. Towngas was awarded the outstanding green contribution award for our persistent efforts to protect the environment.

環保工作委員會主席盧永強在世界自然基金會香港分會氣候項目公眾參與總策劃何浩賢手上接過獎項。

Chairman of the Towngas Environmental Working Committee, Lo Wing-keung received the award from WWF-Hong Kong’s Public Engagement Leader, Climate, Patrick Ho.



渣打馬拉松 2010

Standard Chartered Hong Kong Marathon 2010

一年一度的渣打馬拉松已於2月28日舉行。煤氣公司常務董事陳永堅親自參與領袖盃賽事，身體力行，為慈善出一分力。煤氣跑步會亦派出多名長跑好手分別參加十公里、半程馬拉松及全程馬拉松賽事。今年全程馬拉松賽事除了原有青馬大橋及西區隧道外，首次加入昂船洲大橋及南灣隧道，增添賽事挑戰性，而整體隊員大多也能突破個人成績完成賽事。

The annual Standard Chartered Hong Kong Marathon was held on 28 February. To show support for charity again, Towngas Managing Director Alfred Chan took part in the Leaders Cup race while Towngas Running Club sent out a great number of marathon runners to participate in the 10km, Half Marathon and Full Marathon races. Stonecutters Bridge and Nam Wan Tunnel were added to the route of this year's Full Marathon race, making the event even more challenging. Most of Towngas participants also broke their own records.



煤氣公司常務董事陳永堅比賽前與大家合照。
Towngas Managing Director Alfred Chan took photo before the race.

煤氣公司更新網頁介面

Towngas Launched New Website Interface

煤氣公司於2009年12月更新網頁(www.towngas.com)介面，換上更簡約清新的版面設計，並以藍色和綠色作主調，強調我們一點藍、多點綠的低碳生活主義。網頁以「客戶資料」及「企業資料」劃分網站內容，讓客戶更輕鬆快捷查閱有關資料。

客戶一經登入，即可享用多種服務帶來的便利，包括同時管理多個煤氣賬戶、更改賬戶資料、查閱煤氣用量及繳費紀錄、網上繳交煤氣費、報讀煤氣錶度數、預約維修及安裝服務等。

每個版面均設有「快速連結」及「煤氣公司相關網頁」的選擇鍵。網頁更提供最新優惠推廣資訊、股價、信貸評級等資料，讓公眾掌握更多公司的最新動向。



At Towngas, we launched our new website interface (www.towngas.com) in December 2009, with a bold new look using blue and green as the key colour scheme. These colours emphasise our continuing focus on, and wholehearted embrace of, the low carbon lifestyle. Making it easier to look for information, the website is also classified into "Corporate Information" and "Customer Information" sections.

Once customers have logged in for our eServices, they will enjoy the convenience brought by a full range of online services through which they can manage multiple gas accounts, change their account settings, keep track of their gas consumption and payment history, settle payments, report their meter readings, as well as making appointments for maintenance and installation services.

Each web page has been added "Quick Links" and "Towngas Related Websites" menus. Besides, our informative website also provides news on our promotion offers, stock information, and credit ratings etc, to allow customers to stay posted on Towngas' latest developments.



環保教育活動

Towngas is your Green Choice

為加深年青一代對煤氣公司的持續發展理念和認識明火煮食的好處，公司業務發展策略大使團最近推出以「Towngas is your Green Choice」為主題的環保教育活動，定期邀請中小學生到訪北角辦公大樓參與簡介會，以及體驗既環保又色香味俱全的明火煮食。

首批來自九龍灣聖約翰天主教小學共 60 名學生，於 1 月 22 日到煤氣公司的環保展覽廳、客戶服務中心和監控煤氣網絡輸送的調度中心參觀，了解管網的系統設計和客戶服務部的運作實況。此外，同學更進行明火無火煮食大比試，親自動手煮食，體驗「明火煮食」和「無火煮食」的差別。

In order to enhance the young generation's knowledge of Towngas' sustainable development concepts and of the advantages of flame cooking, our Strategy Ambassador Club has recently launched an environmental education activity with the theme of "Towngas is your Green Choice". Primary and secondary students are invited regularly to visit our office tower in North Point to attend seminars and experience the advantages of flame cooking.

On 22 January, the first batch of 60 students from the Kowloon Bay St. John the Baptist Catholic Primary School visited Towngas' environmental exhibition corner, customer centre and Grid Control Centre (which monitors the transportation of gas in Towngas' gas supply network), to understand the design of its pipeline network system and the operations of the customer centres. In addition, the students also participated in a cooking contest where they could personally experience the differences between flaming and flameless cooking.



同學親自下廚，感受明火煮食的樂趣。
Students enjoyed the fun of flame cooking.

健安環資源中心

Safety, Health and Environment Resource Centre

位於煤氣公司北角大樓 21 樓的健安環資源中心於去年 12 月 3 日正式開幕，並邀請到煤氣公司執行董事暨營運總裁關育材及一眾嘉賓蒞臨主持開幕儀式。

健安環資源中心內設有多種類的安全資訊，包括：健安環小冊子、多媒體資訊，現場實況示範，以及個人防護裝備展覽等。資源中心的設立能提升公司員工、合資公司及承建商同事的健安環知識水平。透過參觀健安環資源中心，訪客能夠獲得最新、最全面的健安環資訊，更可以索取有關職安健及消防安全之小冊子、海報、光碟等。因此，相關資訊能傳達到承建商或合資公司的層面，達到理想的教育效果，從而達到「零意外」的目標。



Towngas' Safety, Health and Environment (SHE) resource centre, located on the 21st floor of our North Point Building was officially unveiled on 3 December 2009. Towngas Chief Operating Officer and Executive Director James Kwan and a group of guests were invited to officiate at the opening ceremony.

Information on occupational safety and health (OSH) of different kinds is given in various means in our SHE resource centre, including pamphlets, multimedia, on-site live demonstration, an exhibition of personal protective equipment and so on. The centre can enhance the knowledge of Towngas' staff, joint ventures and contractors about OSH. Visitor can also obtain the latest and most comprehensive OSH information. OSH and fire safety pamphlets, posters, discs, etc can provide information to contractors and joint ventures, in order to achieve the desired education results and our goal of "Zero Accidents".

（左起）煤氣公司總經理—客戶服務黃霖生、執行董事暨營運總裁關育材、中華煤氣工程學院總監李漢雲、企業健康、安全及環保經理鄭超靈及總經理一網絡敖少興主持健安環資源中心開幕儀式。

(From left) Towngas General Manager - Customer Service Peter Wong, Executive Director and Chief Operating Officer James Kwan, Head of Towngas Engineering Academy Lee Hon Wan, Corporate Health, Safety and Environment Manager Victor Kwong, and General Manager - Network Simon Ngo co-officiated at the opening ceremony of the Safety, Health and Environment resource centre.



立定目標 勝券在握

Setting Targets for Greater Achievements

繼去年榮獲「2008 香港工商業獎：生產力及品質大獎」，煤氣公司今年再度獲得工商業界的支持，獲頒發「2009 香港工商業獎：顧客服務大獎」，以表揚我們多年來不斷提升的客戶服務質素和以客為尊的服務精神。

此外，煤氣公司作為本港的低碳潔淨能源供應商，致力以保護環境為己任。我們在 2009 年舉辦一連串以「低碳 Action」為名的環保活動，旨在鼓勵大家實踐低碳生活。我們在未來一年會再接再厲，將低碳生活帶進煤氣客戶的家中。

煤氣公司會繼續秉承以客為尊的服務精神，注入更多創新意念，為客戶帶來更佳的煤氣生活體驗。

煤氣公司 2010 年服務承諾

煤氣公司承諾會繼續提高服務質素，務求讓顧客獲得最佳服務。以下為公司的 2010 年服務承諾，由 1 月起生效，成績將於 2011 年 1 月發表。

服務承諾	服務指標
可靠程度	
源源不絕的煤氣供應	• 超逾99.99%
因維修或其他工程而需暫停煤氣供應	• 3天前預先通知客戶
恢復煤氣供應	• 12小時內
安全程度	
緊急搶修隊	• 90%遇求助時於30分鐘內抵達現場
預約服務	
提供維修及安裝服務	• 於兩個工作天內提供服務
效率和方便程度	
客戶服務熱線	• 來電於4聲鈴響內接聽
接駁或截斷煤氣供應	• 1個工作天內
取消煤氣戶口	• 截斷供氣兩小時後到客戶中心退 回開戶按金*
服務質素	
高效率	• 8分（10分為滿分）
親切、誠懇和專業的服務	• 8分（10分為滿分）
處理客戶意見	
書面建議	• 3個工作天內回覆客戶已收到函件 • 兩星期內解決問題或告知客戶解決方法和所需時間

* 住宅客戶如有需要於截氣當天取回按金，請於預約服務時提出有關要求。

Towngas was this year's winner of the "2009 Hong Kong Awards for Industries - Customer Service Grand Award" after winning the "2008 Hong Kong Awards for Industries - Productivity and Quality Grand Award". This is a good recognition from the business sector to confirm our belief in "Customer First" and our continuous improvement in our customer services.

As the leading supplier of low carbon clean energy, it is our commitment to protect the environment. We launched a series of "Low Carbon Action" environmental activities in 2009 to encourage public participation in experiencing a low carbon living. We will bring in other low carbon activities to our customers' daily lives in this year.

In 2010, we will continue to keep our customers satisfied through our excellent services and innovative ideas, bringing the best of towngas living to you and your family.

The Towngas Service Pledge for 2010

Towngas pledges to continue improving our service and to set higher targets, aiming at providing our customers with best possible service. The new Pledge has become effective from January 2010, and the annual reporting on performance results will be announced in January 2011.

RELIABILITY	TARGET
Reliability	
Uninterrupted gas supply	• Over 99.99%
In case of supply interruption (on account of maintenance or engineering work)	• 3 days prior notification
Restoration of gas supply	• Within 12 hours
Safety	
Emergency teams	• Arrive on site within 30 minutes, at 90% of the times
Appointments	
Availability of maintenance and installation services	• Within 2 working days
Speed And Convenience	
Customer Service Hotline	• Calls answered within 4 rings
Connect or disconnect gas supply	• Within 1 working day
Deposit refunded at Customer Centres	• 2 hours after disconnection of gas supply*
Service Quality	
Efficiency	• 8 out of a total score of 10
Courteous and friendly attitude	• 8 out of a total score of 10
Handling Suggestions	
Written comments or suggestions	• Reply within 3 working days • Resolution, or a statement of when the matter will be resolved, within 2 weeks

* To enjoy this service, residential customers are advised to inform us of their request for refunds at the time of making cap-off service appointment.



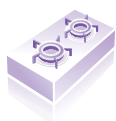
2009 煤氣公司服務承諾成績 Results of Towngas Service Pledge

可靠程度 Reliability	成績 Results	
	2009	2008
源源不絕的煤氣供應 (超過 99.99%) Uninterrupted gas supply (over 99.99%)	99.992%	99.993%
因維修或其他工程而需暫停煤氣供應 (三天前預先通知客戶) In case of supply interruption on account of maintenance or engineering work (3 days prior notification)	100%	100%
12 小時內恢復煤氣供應 Restoration of gas supply within 12 hours	100%	100%
安全程度 Safety		
	2009	2008
緊急搶修隊 (90% 遇求助時於 30 分鐘內抵達現場) ¹ Emergency Team arrived on site within 30 minutes (at 90% of the times) ¹	93.91%	93.62%
預約服務 Appointments		
	2009	2008
於兩個工作天內提供維修及安裝服務 Availability of maintenance and installation services within 2 working days	平均 1.04 天 Average 1.04 day	平均 1.08 天 Average 1.08 day
效率和方便程度 Speed and Convenience		
	2009	2008
客戶服務熱線 (來電於四聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	96.96%	95.84%
一個工作天內接駁或截斷煤氣供應 Connect or disconnect gas supply within 1 working day	100% (因應客戶的要求) (upon customer's request)	100% (因應客戶的要求) (upon customer's request)
截斷煤氣兩小時後客戶中心退回開戶按金 Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)	100% (因應客戶的要求) (upon customer's request)	99.93% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality		
	2009	2008
高效率 ² Efficiency ²	8.67	8.70
親切、誠懇和專業的服務 ² Courteous and friendly attitude ²	8.67	8.65
處理客戶意見 Handling Suggestions		
	2009	2008
於三個工作天內處理書面建議 Reply within 3 working days	100%	100%
兩星期內解決問題或告知客戶解決方法和所需時間 Resolution, or a statement of when the matter will be resolved, within 2 weeks	100%	97.22%

1. 平均為 20.49 分鐘
Average 20.49 minutes

2. 根據獨立資料研究公司於 2009 年 1 月至 12 月每月進行的客戶調查結果計算得分。以 10 分為滿分，承諾取得 8 分以上的成績。

The result was based on monthly surveys conducted from January to December 2009 by an independent research company. Our target is to exceed a score of eight out of ten.



本地漁農美食迎春嘉年華 FARMFEST 2010

煤氣公司贊助的第四屆「本地漁農美食迎春嘉年華」已於 1 月 22 至 24 日順利舉行。主辦單位希望透過不同的活動，讓市民對健康飲食文化和優質本地漁農產品有更深的認識，並藉以帶出健康的烹調方法和以新鮮食材製作美食。

煤氣公司與本地漁農美食迎春嘉年華籌委會及開心集團有限公司合辦了「學界煤氣明火低碳至叻家鄉小炒烹飪比賽」，並分別設有小學組及中學組，競逐冠、亞、季軍。是次烹飪比賽除了讓學生一展廚藝，亦可推廣本地有機食物及提倡環保低碳的飲食文化，鼓勵市民藉著美食與家人共享健康。



FARMFEST 2010, sponsored by Towngas, was successfully held between 22 and 24 January. Through the event's various activities, the organisers hoped to promote more in-depth knowledge of healthy diet and quality local produce, while demonstrating that healthy cooking methods and fresh ingredients are important parts of a healthy lifestyle.

In collaboration with the FARMFEST organising committee and Happy Holdings Limited, Towngas organised the Towngas low-carbon hometown specialties cooking competition for students, with contestants competing for the championship, runner-up and 2nd runner-up awards in primary and secondary school categories. Apart from giving the students an opportunity to show off their cooking skills, the contest promoted local organic food and advocated low-carbon cuisine, encouraging citizens to share the joy of a healthy lifestyle with their family by cooking and enjoying tasty food.

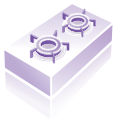
童聲齊Sing「幸福空氣」歌唱比賽 宣揚低碳環保生活 Singing contest promotes low-carbon lifestyle

為進一步推廣明火煮食的好處及推行低碳生活至年輕一代，煤氣公司特別邀請了蔡卓妍 (阿Sa) 唱出全新煤氣主題曲「幸福空氣」。早前更別開新面於 Facebook 舉辦了「童聲齊 Sing「幸福空氣」歌唱比賽」，讓家長及小朋友體驗明火煮食的好處及響應環保生活。初賽的反應熱烈，最終選出了六隊躋身 1 月 24 日「本地漁農美食迎春嘉年華」中舉行的「童聲齊 Sing「幸福空氣」歌唱比賽」決賽，經過激烈的比試，最後由自彈自唱的陳沛陶小朋友贏取冠軍。



The singing contest was named after Towngas' new theme song sung by Canto-pop singer Charlene Choi. The contest aimed to encourage children and their guardians to enjoy the advantages of flame cooking and adopt a green lifestyle. The first rounds of the singing contest, held on Facebook, received a keen response and six bands were selected to take part in the final held at FARMFEST 2010 on 24 January. After a series of excellent performances, Chan Pui-to, a contestant who accompanied himself while singing, eventually won the championship.

孩之寶玩具百貨香港有限公司產品經理郭志豪(左一)、煤氣公司零售市務經理王佩兒(右二)及市場推廣經理李志恆(右一)頒發獎金及獎品予冠軍得主陳沛陶小朋友(中)。Hasbro Hong Kong Limited product manager Kwok Chi-ho (1st from left), Towngas Retail Marketing Manager Catherine Wong (2nd from right) and Market Promotion Manager Terence Lee (1st from right) presented the award and prize to the champion Chan Pui-to (middle).



全新TGC Senses 710及900抽油煙機

TGC – Newly Launched Senses 710 & 900 Range Hoods

TGC 推出全新 Senses 710 及 900 抽油煙機，外型時尚、功能卓越兼備品質保證，實屬廚房必然之選。

TGC Senses 710 及 900 抽油煙機的外型線條流麗，配以銀色不銹鋼機身，加上獨立掛牆式安裝，配合現代廚房設計；採用離心式單摩打設計，抽力強勁，有效抽走油煙和氣味，確保廚房空氣清新，盡享烹飪樂趣。輕觸式強化玻璃控制面板配以三段風速選擇，操作簡易；採用易拆式金屬油煙過濾網，清洗容易，堅固耐用；選用 LED 照明設計，更環保耐用；更備有方便的 5 分鐘延遲關機功能，徹底清除油煙和氣味。另外，Senses 710 及 900 提供兩種不同機身長度的選擇，配合不同用家需要。



TGC's newly launched Senses 710 & 900 range hoods, with their stylish design and effective ventilation, perfectly suit modern kitchens and, of course, come with their quality assured by Towngas.

Senses 710 & 900 range hoods are made from silver stainless steel and have a streamlined design to suit every contemporary kitchen. These range hoods are powered by a centrifugal single motor which effectively filters out smoke, grease and odors leaving a cleaner and more comfortable atmosphere to enjoy the pleasure of cooking. An easy-to-control sensor touch panel, made from tempered glass, offers 3 speed options. A durable metal grease filter is easily detached for cleaning whilst eco-friendly LED lighting saves both energy and money. In addition, a 5-minute delay shut-off feature ensures constantly good kitchen ventilation and fresh air. Senses 710 and 900 range hoods are available in 2 different widths to meet the space needs of different kitchens.



簡栢推出全新煤氣恆溫熱水爐

SIMPA Brand New Temperature-modulated Gas Water Heater

簡栢最近推出全新煤氣恆溫熱水爐 SUZW110RF 及 SUZW110TF。兩款熱水爐均採用機動密封式排氣設計；其中 SUZW110TF 型號採用頂出煙道，適合安裝於浴室、廚房或露臺，令安裝位置更具彈性。

簡栢 SUZW110RF 及 SUZW110TF 煤氣恆溫熱水爐出水量為每分鐘 11 公升，產品備有數碼式溫度控制版及全自動電子點火系統，開水即著，操作簡易，功能實用。其獨特精麗型溫度控制版面更為家居裝飾添加多點新意。

SIMPA just launched two brand new models of temperature-modulated gas water heaters - SUZW110RF and SUZW110TF, both with fan assisted room-sealed flue design. SUZW110TF model's top flue charge design adds flexibility to installation and makes it ideal for bathroom, kitchen and balconies.

SIMPA SUZW110RF and SUZW110TF water heaters can supply 11 litres of hot water per minute. The luxurious digital temperature control panel together with automatic electronic ignition system makes operation of the water heater particularly convenient and user-friendly.



救世軍 — 僱主感謝禮 2009

Salvation Army –

“Thank You Employers Ceremony”



煤氣公司自 2002 年開始參加勞工處的「青少年見習就業計劃」，為青少年提供在職培訓的機會。在 2009 年 12 月，煤氣公司獲邀請出席救世軍舉辦的「僱主感謝禮 2009」。勞工處處長謝凌潔貞代表救世軍頒贈感謝狀予煤氣公司的企業人力資源總監鄭羅蕙芬。救世軍的青見計劃學員林典煥（左四）亦在典禮上分享他加入煤氣公司企業物料供應部後在工作和性格上的轉變。



In order to offer on-the-job training to the youngsters, Towngas has been supporting the Youth Work Experience and Training (YWET) scheme under Labour Department since 2002. In December 2009, Towngas was invited to join the “Thank You Employers Ceremony 2009”. Towngas Head of Corporate Human Resources Margaret Cheng received a Thank You Certificate from the Commissioner of Labour Tse Ling Kit-ching. The trainee Lam Tin-wun (4th from left) who transferred to work full-time in Corporate Supplies Department after completion of YWET training shared his career change after joining Towngas.

VTC畢業生實習計劃

VTC – Graduate Trainee Scheme



繼大學畢業生實習計劃後，煤氣公司在1月份招聘了10位VTC畢業生，作為期6個月的在職培訓。

這批畢業生參加了煤氣公司舉辦的迎新日，除介紹公司的資料外，還安排他們參觀公司的其他設施，以加強他們對公司的認識。另外，他們將會參與不同的培訓及活動，例如面試技巧及義工服務，以增進個人的發展及擴闊視野。

Apart from the Graduate Assistance Programme, Towngas recruited 10 VTC graduates in January to undergo a 6-month training attachment.

To have a better understanding on Towngas, a one-day induction programme was prepared to the trainees together with visits to Grid Control Center, Customer Service Hotline and Tai Po Production Plant. Besides, they will join different training programmes and activities covering subjects on interviewing skills and voluntary services in order to strengthen their personal development and broaden their horizons.



煤氣公司榮獲「商界展關懷」標誌

Towngas Honoured with Caring Company Logo



政務司司長唐英年和各參與「商界展關懷」的公司代表合照。
Chief Secretary for Administration Henry Tang Ying-yen pictured with recipients of the Caring Company Logo.

煤氣公司連續八年榮獲香港社會服務聯會頒發「商界展關懷」標誌。公司多年來積極推動員工參與義務工作、關心員工家庭及關懷環境、支持弱勢社群就業，以及樂於捐助社區。我們會繼續秉承關顧社群的信念，並將實踐良好企業公民精神感染更多機構和市民，竭力回饋社會。

Towngas has been honoured with the “Caring Company” logo by the Hong Kong Council of Social Services for the 8th consecutive year. Over the years, we have constantly encouraged our staff to participate in voluntary social service and have shown care for both our employees and their families. Apart from that, we have also endeavoured to protect the environment, create job opportunities for the underprivileged, and support charities in money and in kind. We will continue to commit to caring for the community and fulfilling our corporate social responsibility.

公益行善「折」食日2010

The Community Chest Skip Lunch Day 2010



為響應一年一度的公益行善「折」食日，煤氣公司鼓勵員工於3月23日節省午膳的費用，將該款項捐助予公益金資助的「露宿者及籠屋居民服務」，為有需要人士提供適切服務。煤氣公司員工踴躍參與是次活動，共襄善舉，共認購6,913張「折」食愛心券；連同公司的捐款，合共為公益金籌得港幣207,440元的善款，打破往年紀錄，成績令人鼓舞。

In a nod to the annual Community Chest Skip Lunch Day, Towngas encouraged its staff to save their lunch money on 23 March and donate it to the Services for Street Sleepers and Cage Residents programme, which is funded by the Community Chest of Hong Kong. Towngas staff actively participated in this activity and bought a total of 6,913 Skip Lunch Day coupons which, together with the company's donation, amounts to a record HK\$207,440.

煤氣公司支持「公平貿易雙週 2010」

Towngas Supports Fair Trade Fortnight 2010

為支持一年一度的「公平貿易雙週」，煤氣公司響應樂施會及香港公平貿易聯盟的呼籲，身體力行贊助「公平貿易會議：公平伙伴新世代」，並在工作間推廣公平貿易文化。煤氣公司於3月31日特別邀請公平棧創辦人梁佩鳳女士主持講座，為同事介紹甚麼是公平貿易及公平貿易雙週的活動。活動當日更設有茶點，如公平貿易茶、曲奇、朱古力及糖果，讓同事試食及訂購不同種類的公平貿易產品。

In support of the annual Fair Trade Fortnight organised by Oxfam Hong Kong and Fair Trade Hong Kong, Towngas not only sponsored the “Fair Trade Conference - Building a Partnership for Change” but also organised fair trade events for our own staff. On 31 March, Towngas invited Director of Fairtrade Leung Pui-fung to give a talk on fair trade to our staff, and introduce to them the highlights of Fair Trade Fortnight. Refreshments including fair trade tea and fair trade cookies and sweets were served on the spot, and orders were taken for those who wish to purchase them to share with their family and friends.



煤氣植樹日

Towngas Tree Planting Day



煤氣公司執行董事暨營運總裁關育材、環境局常任秘書長／環境保護署署長王倩儀及地球之友總幹事劉祉鋒親手種植當天首三株樹苗，品種分別為木荷樹、大頭茶及小喬木，為饒富意義的植樹活動揭開序幕。

Towngas Executive Director and Chief Operating Officer James Kwan, Permanent Secretary for the Environment / Director of Environmental Protection Anissa Wong and Director of Friends of the Earth (HK) Edwin Lau officiated at the ceremony and planted three different tree species respectively.



一眾參加者身體力行進行植樹，為改善地球環境出一分力。

A group of participants took part in tree planting to improve the global environment.

煤氣公司與香港地球之友攜手合作，於5月16日假大欖郊野公園屯門徑順利舉行煤氣植樹日活動，為受山火洗禮及土質變壞的地方種植樹木，改善郊野公園環境，讓樹木吸收空氣中的二氧化碳，減輕全球暖化現象。

是次活動除了邀請煤氣公司執行董事暨營運總裁關育材、環境局常任秘書長／環境保護署署長王倩儀及地球之友總幹事劉祉鋒擔任植樹主禮嘉賓，更招募了約一百名員工、義工及煤氣客戶組隊參加，成功為大欖郊野公園屯門徑一帶種植約500株樹苗。

On 16 May, Towngas and Friends of the Earth (HK) co-organised the Towngas Tree Planting Day on the Tuen Mun Trail in Tai Lam Country Park. Trees were planted in areas affected by hill fires or where the soil has deteriorated, in an effort to improve the environment of the park and mitigate climate change.

Officiating in the tree planting ceremony were Towngas Executive Director and Chief Operating Officer James Kwan, Permanent Secretary for the Environment / Director of Environmental Protection Anissa Wong and Director of Friends of the Earth (HK) Edwin Lau. The event also recruited about 100 staff, volunteers and our customers to participate and successfully plant 500 seedlings in Tuen Mun Trail, Tai Lam Country Park.



連續兩年榮獲「盛世環保企業獎」

Two consecutive years won the Prime Awards for Eco-Business 2010

煤氣公司一直致力承擔社會責任，為保護環境作出貢獻。公司連續第二年獲得由《盛世雜誌》主辦、商界環保協會協辦的「盛世環保企業獎」，足證我們在環境保護的工作得到各界的認同。該獎項設立的目的是表揚在環保理念推廣、實踐及管理方面表現出色的企業，為商界以至社會整體樹立一個良好榜樣。同時，亦為商界提供一個互相交流環保心得的機會，確立積極正面的環保企業形象，提升各界對環保任務的使命感及帶來關注，一起肩負愛護地球的責任。

Towngas has always been committed to its social responsibility by contributing to the environment. Its efforts in environmental protection were widely recognised and Towngas was awarded a Prime Award for Eco-Business 2010, which was organised by the Prime Magazine with the support of the Business Environment Council. It was the second year in a row that the company received this award, which aims to acclaim institutions with excellent performance in their promotion, fulfilment and management of environmental protection, in order to set good examples for businesses and the community as a whole. The Prime Awards for Eco-Business also provide opportunities for businesses to exchange their experience in environmental protection, help them establish an eco-friendly corporate image, raise community members' awareness of environmental well-being and encourage them to join forces to save the Earth.



煤氣公司企業健康、安全及環保經理鄭超靈（左）接受澳門大學科技學院土木及環境工程系榮譽學院院長莫啟明博士嘉許。

Towngas Corporate Health, Safety and Environment Manager Victor Kwong (left) received the recognition from Dean of Honours College, Department of Civil and Environmental Engineering, Faculty of Science and Technology, University of Macau Mok Kai-meng.



環保生態旅行 - 中華白海豚及馬灣挪亞方舟公園

Ecotour: Chinese White Dolphin Watch and Noah's Ark

煤氣公司環保工作委員會與環保生態協會於3月14日舉行了中華白海豚及馬灣挪亞方舟公園環保旅行。透過出海尋找中華白海豚的活動，同事及其家屬除了認識中華白海豚的習性外，亦意識到人類的活動直接威脅到中華白海豚的數目。隨後大夥兒到位於馬灣的挪亞方舟公園參觀，透過觀看短片，帶出現今地球面對的各種問題，如溫室效應、水源污染、浪費資源、土地污染。從而喚醒我們必須改變過去浪費的習慣，放棄高耗能、高污染的生活，回歸簡約、節能的生活，為環境及下一代盡一分力。



Towngas Environmental Working Committee and the Eco Association jointly held an ecological tour on 14 March which included dolphin watch and a visit to Noah's Ark in Ma Wan. Through the excursion, the participants learnt about the habitual behaviour of Chinese white dolphins and realise that human activities pose a direct threat to the mammals. Video clips shown at Noah's Ark allowed the participants to learn about various problems that the world is facing, e.g. greenhouse effect, water pollution, waste of resources and land pollution. It was a wake-up call for the participants to start paying attention to their lifestyle and to stop wasting resources.

煤氣公司僱員及其家屬在挪亞方舟公園大合照。
Participants took a photo at Noah's Ark.



世界自然基金會—地球一小時 2010

World Wide Fund for Nature (WWF) – Earth Hour 2010

煤氣公司一向關注氣候變化問題。3月27日晚上公司連同本港超過2,500座大廈及機構、逾230間學校及青年組織，以及所有大學，響應世界自然基金會策動的「地球一小時2010」，關掉煤氣廠房、各客戶中心、烹飪中心、名氣廊及總部大廈內不必要的照明設備一小時表示支持。公司亦是第二年成為是次活動的主要贊助機構之一，藉此希望喚起各同事的減碳意識，在日常生活中的小改變，也能改善我們居住的地球。是次熄燈活動除了香港煤氣公司參與外，集團於國內的港華燃氣合資公司亦一同響應。

To mitigate climate change has been one of the core missions of Towngas. On 27 March, we joined hands with over 2,500 other buildings, companies, schools, youth organisations and local universities to observe Earth Hour held by the World Wide Fund for Nature (WWF). All non-essential lighting devices in Towngas headquarters, production plants, customer services centres, Towngas Cooking Centre and Towngas Avenue were switched off for an hour. It is the second consecutive year that Towngas has been one of the sponsors for this activity. By doing that, we hope to raise awareness of carbon reduction among our staff and make them realise that even the smallest changes they make in their daily life can help make the world a better place. All joint ventures of Towngas China on the mainland also took part in the activity.



環保工作委員會主席盧永強先生（左五）聯同各參與機構代表出席揭幕儀式。
Towngas Environmental Working Committee Chairman Lo Wing-keung (5th from left) attended the opening ceremony with representatives of participating organisations.

回收舊膠袋 / 環保袋大行動

Recycling of Plastic Bags and Shopping Bags



煤氣公司環保工作委員會與環保觸覺在二月底推出「回收舊膠袋 / 環保袋」大行動，目的是推廣膠袋及購物袋「物盡其用」及「循環再造」的環保概念，以及支持環保觸覺在3月21日舉辦的膠袋嘉年華活動。大會當日將2500個膠袋相連，鋪在星光大道上，比喻以全港市民每人每日使用三個膠袋計算，只需十秒便會用完，藉此機會向大眾市民宣傳少用及珍惜使用膠袋及購物袋。

Towngas Environmental Working Committee, in cooperation with Green Sense, launched a plastic/shopping bag recycling campaign at the end of February, with the aim to promote the reuse and recycling of plastic and shopping bags. The event also tied in with the theme of a carnival held by Green Sense on 21 March. On the day of the recycling campaign, 2,500 plastic bags were placed flat on the Avenue of Stars. The organisers explained the gesture was to signify that it only takes 10 seconds for all these plastic bags to be used up if every Hongkonger is to use three plastic bags per day.

企業健康、安全及環保經理鄭超靈先生（中）與環保署助理署長（廢物管理政策）夏錫琪女士（左），以及環保觸覺副主席黎名川先生攝於「膠袋重生·創意滿分」開幕禮。

Towngas Corporate Health, Safety and Environment Manager Victor Kwong Chiu Ling (middle) pictured with Assistant Director (Waste Management Policy) of the Environmental Protection Department Margaret Hsia (left) and Vice President of Green Sense Lai Ming Chuen at the opening ceremony of a green event that promoted the reuse of plastic bags.



明火煮食推介

Flame Cooking Recipe

薑蔥炒蟹

Crabs with Ginger and Scallion



材料 Ingredients

蟹	兩隻 (約重1.12 公斤)	Crabs	2 (about 1.12 kg)
薑	4 厚片	Ginger	4 thick slices
蔥	4 條	Scallion	4 sprigs
油	2 湯匙	Oil	2 Tbsp
酒	1/2 湯匙	Wine	2 1/2 Tbsp
麻油	少許	Sesame oil	a dash

調味 Seasonings

生抽	2 茶匙	Light soy sauce	2 tsp
鹽	1/2 茶匙	Salt	1/2 tsp
糖	1 茶匙	Sugar	1 tsp
酒	1/2 湯匙	Wine	1/2 Tbsp

做法 Method

1. 薑切絲；蔥切段。
2. 蟹洗刷乾淨，剷除內臟，斬塊，抹乾水分，加入酒半湯匙拌勻；在切開的表面，沾上生粉，放入滾油中炮熟，取出。
3. 燒熱油兩湯匙，爆香薑、蔥，蟹回鑊，兜炒均勻，放入調味料，蓋煮4分鐘，至汁水剩下少許時，再酒少許酒、麻油，兜勻上碟。

註：蟹切開的表面沾上適量生粉，才放入滾油中炸，可保持蟹肉嫩滑。

1. Shred the ginger; cut up the scallion into lengths.
2. Brush the crabs clean, remove the entrails, chop up into pcs, pad dry, mix well with 1/2 Tbsp of wine; apply potato starch on the cut surface, scald in boiling oil till done, scoop out.
3. Heating 2 Tbsp of oil, saute ginger and scallion, put the crabs back to the wok, stir-fry well, add the seasonings, cover and stew for 4 minutes, till only a little juice is left, sprinkle with a dash wine and sesame oil, mix well and transfer to a plate.

Remarks: To retain the tenderness of the crab meat, apply adequate amount of potato starch on the cut surface.



客戶禮讚 Compliments

去年 10 月至 12 月期間，合共收到 1298 封客戶答謝信，令公司再次獲得顧客的認同和肯定。以下是兩位同事獲讚許的個案：

來自大埔美新大廈的盧小姐，因家中的熱水爐無法啟動，經檢查發現部份零件已經損壞，需要更換。原安排翌日上門維修，但考慮到客人是一名孕婦，當天天氣寒冷，沒有熱水為她帶來不便，我們的同事江俊仁決定迅速折返公司拿零件，再返回為客人維修，並同日為客人完成維修。盧小姐非常感激，認為江俊仁的工作態度認真和懂得為客人設想，故特別寫信感謝他的熱心幫忙。

來自碧麗閣的黃婆婆，來信稱讚維修部的同事黃汝勝的工作態度認真，且對老人家也甚關心。由於廚房範圍狹窄和工序煩多，故黃汝勝由當天二時開始工作至晚上還未完工。閒談中婆婆得知黃同事的家人生病，於是勸他先行離去，但黃同事堅持把所有工作做完，並把地方打掃乾淨。臨走時他發現窗門有顆螺絲損壞，更返回車上拿工具替婆婆修理窗門。婆婆非常感謝黃同事的熱心幫助，於是來信表揚，稱讚他是一位不可多得的人才。

Between October and December last year, Towngas received 1,298 appreciation letters from customers. We have selected two to share with you:

Ms Lo, who resides in May Sun Building in Tai Po, had difficulty switching on the water heater at home. Upon examination, our maintenance technician Kong Chun-yan decided certain parts needed to be replaced. Another appointment was originally made on the next day but seeing that Ms Lo was pregnant and it was a cold day, Kong Chun-yan decided to rush back to the company to pick up the parts and returned to Ms Lo's home to get the heater repaired on the same day. Ms Lo was very grateful for Kong Chun-yan's enthusiasm and empathy.

Ms Wong from Beaconsfield Court thanked our maintenance technician Wong Yu-shing for his work attitude and concern for the elderly. Since Ms Wong's kitchen was very small and the maintenance process was complicated, Wong Yu-shing had to stay at Ms Wong's place until late at night. During their conversation, Ms Wong learned that one of Wong Yu-shing's family members was ill and so she asked him to leave for the day. However, Wong Yu-shing insisted on finishing all the work and even cleaned up the place afterwards. In addition, he made an effort to fix a worn-out screw on a window for Ms Wong. Ms Wong was very appreciative of Wong Yu-shing's generosity and described him as an asset to the company.



煤氣公司技術員黃汝勝（左）和江俊仁（右）的專業服務精神，贏得客戶的讚許。
The professionalism of Towngas technicians Wong Yu-shing (left) and Kong Chun-yan (right) earned the compliment from our customers.

客戶服務關注小組 Customer Focus Team

煤氣公司客戶服務關注小組於 1993 年成立，是公司與客戶建立有效溝通的重要橋樑，確保服務令客戶稱心滿意。

小組由公司與客戶服務有關的部門管理人員組成，主要來自客戶服務部、客戶會計組及零售市場部等。小組平均每月到訪兩個公共屋邨或私人屋苑，在探訪期間傳達有關煤氣服務、煤氣使用安全須知、繳費方法及產品介紹等各項重要資訊。小組亦會收集及解答客戶對公司產品及服務意見，從而改善服務質素，進一步加強煤氣公司與客戶之間的聯繫，與各區用戶建立良好關係。

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the team visits two public housing estates or private residential buildings every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The team also solicits comments and views from customers to provide even better products and services.



客戶服務關注小組於今年 3 月 7 日探訪盈翠半島，進行第 410 次探訪。
The Customer Focus Team reached out to Tierra Verde on 7 March, marking its 410th visit.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業傳訊部聯絡：

地址：香港北角渣華道 363 號 15 樓香港中華煤氣有限公司企業傳訊部

電話：2963 3483 傳真：2516 7368 電郵：ccd@towngas.com

If you are interested in a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

Address: Corporate Communications Department, The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road, North Point, Hong Kong

Telephone: 2963 3483 Fax: 2516 7368 E-mail: ccd@towngas.com